

TOWN OF LOS ALTOS HILLS

REQUEST FOR PROPOSALS (RFP)

Facility Management Services for Westwind Community Barn



Proposals must be submitted to:

Town of Los Altos Hills
26379 Fremont Road
Los Altos Hills, CA94022
Contact: Deborah Padovan, City Clerk
dpadovan@losaltoshills.ca.gov
650-947-2513

Proposals must be submitted and received by

Friday, March 8, 2013 4:00pm

**TOWN OF LOS ALTOS HILLS
REQUEST FOR PROPOSALS**

**FACILITY MANAGEMENT SERVICES
FOR
WESTWIND COMMUNITY BARN**

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I. PROJECT OVERVIEW

The Town of Los Altos Hills is soliciting written proposal from qualified vendors for facility management services for Westwind Community Barn, located at 27210 Altamont Road, Los Altos Hills, CA 94022. The term of this contract is for the period of two (2) years with the option to renew.

II. GENERAL REQUIREMENTS AND INFORMATION

The Town must receive four (4) copies of the proposal by 4:00 pm on Friday, March 8, 2013 at the following address:

Office of the City Clerk
Town of Los Altos Hills
26379 W. Fremont Rd.
Los Altos Hills, CA 94022

Or one printable PDF copy via email, sent to:

Deborah Padovan, City Clerk
dpadovan@losaltoshills.ca.gov

All proposals must be clearly marked: “Sealed Proposal – Facility Management Services of Westwind Community Barn.”

There is no express or implied obligation for the Town of Los Altos Hills to reimburse responding PROPOSER for any expenses incurred in preparing proposals in response to this request.

The Town of Los Altos Hills reserves the right to retain all proposals submitted, and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the PROPOSER of the conditions contained in this request for proposal, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the Town of Los Altos Hills and the PROPOSER selected.

III. BACKGROUND

The Town

Los Altos Hills is a residential community nestled in the scenic foothills of northern Santa Clara County adjacent to the cities of Palo Alto and Los Altos, 35 miles south of San Francisco, and 17 miles north of San Jose. Once a rural agricultural area, the community has gradually urbanized over time but still retains a semi-rural atmosphere, with large lots and expanses of open space as envisioned by the Town’s founders.

The Town of Los Altos Hills is a general law entity, governed by a council-manager form of government. The Town employs 21 full-time employees. Incorporated in 1956, Los Altos Hills has a population of about 8,050 and encompasses approximately 8.6 square miles of area.

Westwind Community Barn

Westwind Community Barn, located at Black Mountain and Altamont Roads, is a 15 acre parks and recreation facility owned and operated by the Town of Los Altos Hills. The main building on the property, a 20,000 square foot barn, is an iconic structure that has been preserved through individual generosity and public foresight.

The Countess Margit Besseney purchased the property in 1971 to serve as a breeding facility and training center for her Hungarian horses. In 1976, Countess Besseney donated the Westwind site to the Town. In 2009, Westwind Community Barn underwent extensive renovations, making it a state-of-the-art horse boarding and training facility.

Description of Facility and Services

Westwind Community Barn is located on a 15 acre property at 27210 Altamont Road, Los Altos Hills, CA 94022.

The barn is a recreation facility open to the general public. In addition to being a horse boarding facility, the barn is home to the 4H's Riding Program for the Disabled, the Pacific Ridge Pony Club and the Parks and Recreation Department's Year Round Riding Program.

The facility consists of the following:

- 20,000 square foot barn is currently configured for 20 stalls for boarding, 6 tack rooms, 4 indoor grooming stalls, hot water wash racks, 8,000 sq. ft. hay loft, public restroom facilities including shower, barn manager's office, meeting room with small kitchen, and sheriff's office
- Multiple cross ties, wash racks and tie rails
- 50' x 100' all-weather rubber and sand dressage court
- 100' x 200' all-weather rubber and sand jumping arena
- 51' Eurofelt round pen
- 8 turnout paddocks
- 1 pasture with capacity of 14 horses
- 50+ acre Byrne Preserve with capacity of 9 horses
- 4-H barn/paddocks with capacity of 8 horses
- Cross-country track around the lower half of the property
- Connections to the Town's Pathway system

IV. SCOPE OF SERVICES

The Town's requirements for the Facility Management Services of Westwind Community Barn shall include, but are not necessarily limited to, the following. If the contractor feels that additional tasks are warranted, they must be clearly identified in the proposal.

Basic Maintenance and Operations

Ensure the safety of facility users, volunteers, and horses. Facilities and ground must be kept clean and orderly at all times. The contractor shall prepare a Facilities Management and Operation Plan to be approved by the Town that addresses daily operation, routine maintenance and sanitation practices. Contractor's responsibilities will include, but not be limited to the following:

1. Manage facility space assignment including pasture, stalls, tack room, etc.
2. Follow Town approved sanitation procedures and practices for manure disposal, rodents, pest, and fly management
3. Provide, order and stock all supplies needed for daily operations including but not limited to: fuel, tack room, bathroom supplies, first aid supplies, etc.
4. Provide and maintain all equipment and furnishings necessary (such as tractors, drags, shovels, etc.) to perform daily operations and minor repairs to the facility per Town standards
5. Responsible for all maintenance issues involving the barn facilities including but not limited to arena footing, strip and renew stall bedding, repair of broken fencing, stalls, and water pipes
6. Securing all offices and barn at the close of each day
7. Keep front gate closed and secured at all times
8. Comply with OSHA standards and regulations for a safe workplace
9. Keep all records in a safe and secure manner including: incident reports, emergency forms, horse medical records and vaccinations, agreements, contracts, and schedules for facility users, goods and services
10. Enforce the terms of boarding agreements and Barn Rules, Regulations and Policies
11. Provide Town staff with a monthly report of barn activities

Horse Care

All horses shall be treated humanely with dignity, respect and compassion at all times. The contractor shall be tolerant to all disciplines and equine-related beliefs, but able to differentiate between good horsemanship and poor horsemanship, regardless of discipline. The contractor shall prepare a Facilities Management and Operation Plan to be approved by the Town that addresses feeding, cleaning, veterinary and farrier care schedules.

1. Perform the following services per the schedule below:

Facility	Cleaning	Feeding	Bedding	Turnout
Stall Board	2x/day	3x/day	1x/week	3x/week
Pasture Board	as needed	3x/day	n/a	n/a
4-H	M-F 1x/day	2x/day	1x/week	n/a

2. Provide and order feed and bedding necessary for the operation.
3. Possess the knowledge to be able to recommend feed changes for individual horses to improve overall health and condition at the request of the owner
4. Recognize when medication or treatment is required and follow steps pursuant to the emergency directions provided in the Barn Rules Regulations and Policies in attachment C.
5. Have knowledge of basic grooming including body clipping, cleaning sheaths and udders, etc.
6. Have knowledge of proper blanketing for clipped and natural horses, as well as horses living inside vs. in the pasture
7. Have knowledge of how to tack a horse up in western and English tack
8. Recognize the signs of ill-fitting tack or inappropriate tack choices
9. Identify irregularities in horse behavior that might indicate the onset of an illness and take the proper actions
10. Oversee and coordinate turnout assignments to accommodate the changing needs of the population
11. Schedule and coordinate clinics with horse health care providers

Personnel and Scheduling of Work

1. The contractor shall ensure that competent, reliable staff will be on duty during all hours of operation. Staff coverage required at the barn is Monday through Sunday from 6:00a.m. to 6:00p.m. The Town is requesting that the cost for overnight coverage Monday through Sunday from 6:00p.m. to 6:00a.m. be submitted as a separate, optional line item
2. The contractor shall furnish a crew of reliable and experienced staff to perform and accomplish the services required under this Contract
3. Contractor shall be responsible for providing adequate supervision to assure competent and satisfactory performance of the staff

Contractor Requirements

The contractor is expected to provide excellent customer service to the public. Meet and greet customers in a productive, efficient, and cordial manner. Communicate effectively and maintain a positive attitude and willingness to assist users of the barn facilities.

1. A minimum of five (5) years of experience as a stable manager or assistant stable manager or certification in Stable Management through national training programs such as American Riding Instructor's Association, Certified Horsemanship Association, or Bachelor's Degree or better in an equine-based degree from an accredited college
2. CPR/First Aid Certification
3. Must complete PEP, CERT, Large and Small Animal Rescue courses through the Los Altos Hills Fire District within first year of service
4. Ability to operate heavy machinery i.e.: tractor, loader, arena drag, roller
5. Proficient in Microsoft Word and Excel
6. Veterinary schooling is beneficial
7. Exhibit excellent communication, record keeping and organizational skills

V. PROJECT CONTACT

Questions about the project may be directed to:

Sarah Gualtieri, Community Services Coordinator

Town of Los Altos Hills

26379 Fremont Rd.

Los Altos Hills, CA 94022

sgualtieri@losaltoshills.ca.gov

VI. TIME REQUIREMENTS

The following is a tentative time:

Date	Activity
February 5, 2013	Release RFP and timeframe of RFP
February 15, 2013	Site tour of facilities offered
February 20, 2013	RFP written questions submitted
March 1, 2013	RFP answers and clarifications available
March 8, 2013	Due date for proposals
May 16, 2013	Staff's recommendation to City Council/ contract awarded
July 1, 2013	Contract start date

VII. PROPOSAL REQUIREMENTS

The Proposal should include the minimum information requested below in the order listed. Additional information, if provided, should be separately identified in the proposal.

Section One – Transmittal Letter

- A cover letter signed by an official authorized to solicit business and enter into contracts for the PROPOSER. The cover letter should include the name, address, email address, and phone number of contact person.

Section Two – Experience and Qualifications

- A description summarizing the PROPOSER's experience over the past five years in performing similar services.

Section Three – References

- Provide references from three different clients. Include the name, email address and telephone number for a contact person from each reference.

Section Four – Cost of Services

- A fixed monthly cost for the facility management service identified in the scope of services with a separate cost for optional overnight barn coverage.

Available Budget/Contract

The Town wishes to negotiate a fixed price contract based on full occupancy level and a clearly defined scope of work. It should be noted that the selected contractor shall be required to carry workers' compensation, employer's liability, commercial general liability, owned and non-owned and hired automobile liability, and professional liability insurance in the amount as identified in the Town of Los Altos Hills Standard Agreement for Professional Services.

Selected prospective consultant shall be required to participate in negotiations with Town staff and execute a contract for professional services. (A copy of Town of Los Altos Hills Standard Agreement for Professional Services is available upon request.)

All proposal responses must be received by **4:00 PM on March 8, 2013** for a PROPOSER to be considered. The Town reserves the right to reject all proposals.

IV. SELECTION CRITERIA

- a. The Town will select the successful proposal based upon several evaluation factors; including features as outlined in the RFP Scope of Work; completeness; qualifications of personnel; demonstrated knowledge and experience; and price. The selection of finalists and the final award will be decided based on the proposal submitted by a qualified vendor that best meets the needs of the Town as determined by the Town. Contract award may be subject to the approval of the Los Altos Hills City Council.

V. ATTACHMENTS

- a. Westwind Community Barn Property Map
- b. Westwind Community Barn Building
- c. Barn Rules, Regulations and Policies
- d. Boarding Agreement
- e. 2012 Barn Rate Sheet